

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent is responsible, under general supervision of the U.S. supervisor, for the proper operations of the Nortel Meridian One (Option 11-C) computerized telephone system (CTS), including programming and maintenance. The technician maintains the telephone cabling system in the Chancery and joint administrative building, as well as several detached buildings that include the Ambassador's residence, maintenance facility, Marine House, and numerous guard booths. Additionally, the incumbent may be called upon to assist with telephone problems in Embassy leased housing. The employee installs and maintains instruments and acts as liaison with COPACO, the local telephone company. In addition, the incumbent will have responsibility for the operational integrity, maintenance, programming, and inventory of post's radio program, which includes four networks (repeaters), over 100 handheld radios, and numerous base and mobile radios.

1. The incumbent is responsible for the maintenance and proper operations of the Embassy Nortel Meridian One (Option 11-C) CTS and all associated infrastructure. Must be familiar with programming the systems to conform to Department of State standards and the needs of the customer. Ensures that the systems connectivity using wiring and circuits between the Chancery, USAID building, Peace Corps, DCM residence, and other buildings as described above are always operational and take corrective action when not. The incumbent is responsible for associated cable runs, wiring closets, terminal boxes, telephone instruments and telephone lines - including OPX and ISDN - in the Chancery and those connecting to local telephone companies.
2. The technician is responsible for isolating and determining circuit problems involving in-house cabling for telephone lines and telecommunications circuits transiting the telephone frame room. The technician must be familiar with test equipment to isolate faults and resolving problems. Must develop technical drawings and documentation showing the cable runs in the building and outside circuits. Must keep wiring documentation current.
3. The incumbent must maintain detailed inventories of all telephone equipment to include: circuit cards, telephone units, cabling, etc. In addition, the incumbent will be responsible to manage and maintain the Call Bill telephone accounting system. The customer databases will be kept current, and periodic tariff upgrades on the application will be coordinated through customer support personnel of Call Bill, in addition to software upgrades. Furthermore, the incumbent will generate a monthly report for the B&F section indicating all calls made on Nortel Meridian system.
4. The incumbent is required to maintain four radio networks, which includes the post Emergency and Evacuation (E&E) system. He/she is responsible for inventory, maintenance, and coordination of antenna installation, all of which requires close coordination with the Regional Security Office, local vendors, Regional Information Management Center (RIMC) personnel, as well providing user training to employees and their families. This includes repeaters, duplexers, combiners, base stations, mobile and held radios. The technician is also responsible for assisting to keep the radio nets operational.
5. Assist the General Services Office with Post's cell phone program when called upon for support.